

December 29, 2004

OWCP Announces New ACS Telephone Access Numbers

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The Call Center number for contacting a customer service representative directly is :

850-558-1818

As a result of the success of the enhancements to the ACS Medical Bill Processing Portal addressed in our last newsletter, the Division of Federal Employees' Compensation is making a change to the 866-335-8319 toll-free number you are familiar with for contacting ACS.

The toll-free number is being redesigned to allow for complete Interactive Voice Response (IVR) service.

Only automated services will be available at this number effective January 3, 2005. These automated services will provide case specific information such as the status of bills, eligibility for services, and medical authorization granted.

Those who want direct contact with a customer service repre-

sentative will be able to do so through a toll call number.

When you call the toll free IVR number of 866-335-8319 you will be asked to identify whether you are a claimant, a medical provider, a pharmacy or an agency representative.

Claimants and agency representatives can access information about the bill payment history for a particular case, authorized medical care, explanations concerning EOB codes, and general information.

Pharmacy representatives can access information concerning prescription eligibility, bill status, general information concerning pharmacy billing issues, and the latest news updates.

Medical providers will be able to check the eligibility of an injured

worker and if a service is payable for a particular claim in advance of providing the service. They will also be able to check on the status of their bills and access information concerning the last 3 payments issued to their provider number. Another option that they will have through IVR is to be able to review the status of active prior authorizations for a particular claim.

The changes to the ACS telephone access system will enable a great deal of information to be shared through IVR and web based processes and allow for a greater savings to DFEC so that future enhancements can be implemented.

The Call Center number for contacting a customer service representative directly is 850-558-1818.

Web Registration

Effective 1/3/05 all requests to speak to a customer service representative will result in a toll call charge. We really want to direct all callers (injured workers, agency representatives and providers) to the website and IVR.

Providers now have the ability to request authorizations, check the status of bill payments, check eligibility for services, retrieve remittance vouchers, and check the status of previously requested authorizations at <http://owcp.dol.acs-inc.com>.

We have mailed this information to the top 500 providers and are asking for your assistance in spreading the word. All agency injury compensation specialists and agency insurance representatives in their respective personnel offices have received the initial enhancement newsletter, but we would like to make sure that you share the information with anyone else who might find it useful.

If a provider is not enrolled and wishes to enroll, check on the status of their enrollment, or register for a web id please direct them to the ACS web portal.

ACS Medical Bill Processing Portal - Home - Microsoft Internet Explorer provided by US Department of Labor - ESA

File Edit View Favorites Tools Help

Address <http://owcp.dol.acs-inc.com/portal/main.do> Go Links

ACS Web Bill Processing Portal

Office of Workers' Compensation Programs

Please enter the portal by selecting a user type associated with one of the following programs:

FECA → [Provider](#) [Claimant](#) [Agency](#)
DCMWC → Available at a future date
 DEEOIC → [Provider](#) [Claimant](#)

[Home](#) | [ACS Contact Info](#) | [Portal FAQ](#) | [Forms & Links](#) | [OWCP Fee Schedule](#) | [HELP](#)

Welcome to the Medical Bill Processing Portal!

The site provides functionality for the following Office of Workers' Compensation (OWCP) programs:

- Federal Employees' Compensation Act (FECA)
- Division of Coal Mine Workers' Compensation (DCMWC)
- Division of Energy Employees Occupational Illness Compensation (DEEOIC)

To enter a program, click the appropriate link displayed above.

Interactive Voice Response System (FECA only)

FECA users can access the Interactive Voice Response System (IVRS) to utilize bill status inquiry, claimant eligibility inquiry, and medical authorization inquiry functionality 24 hours a day. To access the IVRS system, please dial (866) 335-8319 and select option '1' from the main menu.

NOTE: Effective 1/3/2005, to speak with a customer service representative (Monday - Friday, 8am - 8pm, EST) regarding medical authorization or bills, you will need to call 850-558-1818, which will be a toll call.

Latest Developments!

Online Payment Status Inquiry (Providers)
Payment Inquiry has been enhanced to allow inquiry by date range or Remittance Voucher (RV) number.

DEEOIC Program Access (Providers & Claimants)
Active providers and claimants in the DEEOIC program can now access the OWCP Web Bill Processing Portal.

Online Medical Authorizations (Providers)
Medical authorization requests can now be submitted online.

Online Provider Enrollment (Providers)
Providers who wish to enroll in either the FECA or DEEOIC program can now apply online without having to mail or fax an enrollment form.

Automated Inquiry Functionality
In an effort to provide more efficient and faster service, DOL is transitioning its bill inquiry and medical authorization inquiry processes to web-based and IVR (FECA only) channels. You will still be able to speak with a customer service representative should you need to do so.

Visit the following websites for additional information on OWCP programs:
[DOL Home](#) | [OWCP Home](#) | [FECA Home](#) | [DCMWC Home](#) | [DEEOIC Home](#)

[Online Security](#) | [Browser Compatibility](#) | [Terms of Usage](#)

Build 93

Start | Internet | 9:11 AM

ACS Medical Bill Processing Portal - Agreement - Microsoft Internet Explorer provided by US Department of Labor - ESA

File Edit View Favorites Tools Help

Address <https://owcp.dol.acs-inc.com/sso/status.do?program-code=1&user-type=P&domain=DOL&application=WebPortal&reply-to=https%3A%2F%2Fowcp.dol.acs-inc.com%2Fport> Go Links

ACS Web Bill Processing Portal Office of Workers' Compensation Programs

[Home](#) | [ACS Contact Info](#) | [Portal FAQ](#) | [Forms & Links](#) | [OWCP Fee Schedule](#) **HELP**

Log In

Inquiries
[Eligibility](#)

Enrollment
[Provider Enrollment](#)
[Provider Enrollment Status Inquiry](#)
[Web Registration](#)

Agreement

This is a United States Employment Standards Administration, Department of Labor computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action. All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations. Access or use of this computer system by any person whether authorized or unauthorized constitutes consent to these terms.

Visit the following websites for additional information on OWCP programs:
[DOL Home](#) | [OWCP Home](#) | [FECA Home](#) | [DEEOIC Home](#) | [DCMWC Home](#)
[Online Security](#) | [Browser Compatibility](#) | [Terms of Usage](#) Build 90

Done

Start | [Inbox - Microsoft Outlook](#) | [December - Monthly Re...](#) | [Web Portal Home Page ...](#) | [Toll Call Newsletter - Mi...](#) | [ACS Medical Bill Proc...](#) << 9:11 AM

ACS Medical Bill Processing Portal - Provider Registration - Microsoft Internet Explorer provided by US Department of Labor - E

File Edit View Favorites Tools Help

Address https://owcp.dol.acs-inc.com/sso/registration/providerAccount.do;SSO_SESSIONID=BK5yK3DBKQ74GQ2hC0hGLBz7sfndwndx2mkPnv1fv3jTRBjvHZ1611367952345 Go Links

ACS Web Bill Processing Portal Office of Workers' Compensation Programs

[Home](#) | [ACS Contact Info](#) | [Portal FAQ](#) | [Forms & Links](#) | [OWCP Fee Schedule](#) **HELP**

Log In

Inquiries
[Eligibility](#)

Enrollment
[Provider Enrollment](#)
[Provider Enrollment Status Inquiry](#)
[Web Registration](#)

Provider Account Registration

If entering a group Provider ID, provide your EIN. If entering an individual Provider ID, provide your SSN.

Physicians (MD/DO)	Other Providers
* ACS Provider ID: <input type="text"/>	* ACS Provider ID: <input type="text"/>
* EIN or SSN: <input type="text"/> e.g. 123456789	* EIN or SSN: <input type="text"/> e.g. 123456789
* Medical License #: <input type="text"/>	* ZIP Code: <input type="text"/> e.g. 12345
<input type="button" value="Continue"/>	<input type="button" value="Continue"/>

* denotes required fields

[Web Based Bill Submission Instructions](#) (FECA-only)

Only Vocational Rehabilitation Counselors and Nurse Services Contractors may submit web-based bills to the Department of Labor.

Visit the following websites for additional information on OWCP programs:
[DOL Home](#) | [OWCP Home](#) | [FECA Home](#) | [DEEOIC Home](#) | [DCMWC Home](#)
[Online Security](#) | [Browser Compatibility](#) | [Terms of Usage](#) Build 90

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ACS Contacts

ACS Web Portal Administrator
1-800-461-7485

Customer Service Issues
ACS
PO Box 8300
London, KY 40742-8300
1-866-335-8319

Submit paper bills to the US Department of Labor
US Department of Labor
PO Box 8300
London, KY 40742-8300
1-866-335-8319

System or Technical Issues
Health Care Solutions Operations Center
1-800-461-7485 or 1-800-558-1775

Provider Enrollment questions
ACS
Enrollment Unit
PO Box 14600
Tallahassee, FL 32317-4600
1-866-335-8319

Prescription Benefits and Processing questions
ACS 1-866-664-5581

Interactive Voice Response Unit Access
1-866-335-8319

**Customer Service Representative
Call Center
1-850-558-1818**

Division of Federal Employees' Compensation
200 Constitution Avenue, NW. Rm. S-3229
Washington, DC 20210

Phone: 202-693-0040
Fax: 202-693-1498